

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
ANTELOPE VALLEY – SA1

A G E N D A

February 4, 2020

2:00 – 4:00 p.m.

2323-A Palmdale Blvd. Conference Room

Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
II.	Quality Improvement <ul style="list-style-type: none">• Consumer Perception Survey Data Review	Daiya Cunnane, PsyD
III.	Quality Improvement	D. Berzon-Leitelt B. Paradise
IV.	Quality Assurance updates <ul style="list-style-type: none">• Bulletins	D. Berzon-Leitelt B. Paradise
V.	DMH Program Support Bureau Quality Assurance Division	Ilda Aharonian, Ph.D.
VI.	High Desert Mental Health Urgent Care Center	D. Berzon-Leitelt
VII.	Announcements	

Next Meeting:

April 7, 2020

Please keep the SA-1 Liaison updated with your agency QA Liaison and Change of Provider contact(s).

2:00 – 4:00 p.m.

2323-A Palmdale Blvd., Palmdale, CA 93550

DMH Internet

<http://dmh.lacounty.gov>

Quality Improvement

<https://dmh.lacounty.gov/qid/>

Quality Assurance

<https://dmh.lacounty.gov/ga/>

Cultural Competency Committee - CCC

<https://dmh.lacounty.gov/ccu/>

DMH Headquarters

550 South Vermont Avenue

Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	February 4, 2020	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	4:00PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Paul Ha, Levana Adato, Amber Anderson, Crystal Isom, Ilda Aharonian, April Poyner, Linda Leizerowitz, Debi Berzon-Leitelt, Mary Camacho Fuentes, Jennifer Evans, Catrina Avila, Edwina Browning-Hayes, Daiya Cunnane, Lilia Siordia, Brittany Reimann, Barbara Paradise, Yvette Perez, , Marilyn Ramirez-Torres, Iling Wang			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible & Due Date
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made.	N/A		Debra Berzon-Leitelt, Barbara Paradise
Review of Minutes	The December minutes were reviewed.	Yvette Perez moved to adopt the December minutes. Minutes approved.		Debra Berzon-Leitelt, Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
ACCESS Center Test Calls	Barbara Paradise and Debra Berzon-Leitelt discussed the information and some providers report that they cannot accept referrals from ACCESS.	Members discussed strengths and challenges of the ACCESS Test Call program.	Debra Berzon-Leitelt, Barbara Paradise, Daiya Cunnane
Cultural Competency	No report	NA	Dr. Hyun Kyung Lee
Patient's Rights Office	Barbara Paradise reported on information from the Countywide QIC that an electronic change of provider is coming for LE's in the future. DO clinics are already doing electronic change of provider now.	Membership acknowledged the information.	Debra Berzon-Leitelt, Barbara Paradise
Policy Updates- Office of Compliance	Policy updates were distributed.	N/A	Debra Berzon-Leitelt, Barbara Paradise
Clinical Quality Improvement	Daiya Cunnane reported on the outcomes from the Spring 2019 Consumer Satisfaction survey.	Members discussed the ramifications of the information.	Debra Berzon-Leitelt, Daiya Cunnane

Quality Assurance			
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Recent/Upcoming Audits & Reviews	None reported.	N/A	Debra Berzon-Leitelt, Barbara Paradise
Medi-Cal Certification Section	Barbara Paradise reviewed information on new contact for fire clearance. Iling Wang reported on updated certification expectations on the website.	Membership reviewed the information.	Iling Wang, Barbara Paradise
Training and Operations	Schedule of upcoming documentation trainings were distributed.	Members reviewed the training information.	Debra Berzon-Leitelt, Barbara Paradise
Policy & Technical Development	Barbara Paradise and Debra Berzon-Leitelt discussed finding from the system-wide review related to non-specialty mental health. Ilda Aharonian discussed the change of name of QA department to Quality Outcomes and Training Division.	Membership participated in exploring common findings and explored ways to avoid those challenges.	Debra Berzon-Leitelt, Barbara Paradise
Next Meeting	April 7, 2020 SA-1 Geographic Administration 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A

Respectfully Submitted, Barbara Paradise, LMFT